



Visual Art at the heart of Shropshire, Telford and Wrekin

## **Visual Art Network – Refunds Policy**

### **Customer policy**

VAN will accept goods returned within 30 calendar days from the date of sale. To be eligible for a refund, the item(s) must be unused and in the same condition as when purchased. VAN cannot issue a refund without the receipt or proof of purchase.

### **Volunteer policy**

Items returned for a refund in the same calendar month of purchase should be added to the day sheet with REFUND clearly marked and the original receipt number noted. As no monies have been paid to the artist for the original sale the refund cancels out the purchase and no further action is needed.

Items returned for a refund within 30 calendar days of purchase but in a different calendar month should be added to the day sheet with REFUND clearly marked and the original receipt number noted. When the day sheets are processed, if the artist has made sufficient sales to compensate the value of the refund it will be deducted immediately from their sales and the artist informed via the normal sales notification email. If the value of the artist's sales in that month is insufficient to cover the value of the refund, the artist must be contacted and offered the following two options.

#### Option 1

The artist can repay the outstanding value of the refund to VAN via bank transfer within seven days.

#### Option 2

Deductions will be made to the artist's sales for the next three calendar months or until the value of the refund is reimbursed. If at the end of three months there is still an outstanding balance, the artist must be contacted to repay the remaining funds via bank transfer within seven days.